

TECHNICAL SPECIALIST

JOB TITLE: Technical Specialist

GRADE: 14

JOB CODE: 1415

DATE: 10/14/98

GENERAL FUNCTION: Assists in maintaining the CRT's and Pc's; system; provides training and technical assistance on software and hardware; assists management in developing special applications, reports and presentations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assists in utilizing the statewide computerized network.

Hooks up and disconnects computers and peripherals such as monitors, keyboards, printers, scanners, LCR projectors, etc. Installs and initiates software, printer, scanner, monitor, and keyboard setup. Installs and trains staff on the CRT and/or CRT emulation software.

Works with CDP's Hub Site – modem installation, setting dipswitches, properly connecting modem to system, etc.

Provides technical assistance and troubleshooting for CRT's and PC's and trains staff to use CRT's and/or PC's.

Assists staff in utilizing various software programs – word processing, spreadsheet, database, graphics, desktop publishing, Internet usage, e-mail, as well as assisting staff in solving problems experienced using CRT's and/or PC's. Refers or obtains additional assistance when problems cannot be resolved.

Prepares cost analysis and advises management on equipment needs and arranges for purchase.

Assists management in developing applications on PC, acquiring software, and using software to develop complex applications. Learns and coordinates the use of new software and equipment. Uses sophisticated software to complete complex assignments – statistical reports, pamphlets and information sheets, forms, database programming, PowerPoint presentations, surveys, graphs and charts.

Assists in maintaining an inventory system, including current location of active and inactive equipment – PC/CRT equipment and peripherals.

Keeps informed of technology for the CRT system and/or PC's.

Attends local/state meetings and training sessions.

JOB TITLE: Technical Specialist (Continued)

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SUPERVISION RECEIVED: Limited supervision; incumbent can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge and Abilities: Knowledge and skill in use of computer. Ability to maintain CRT and PC system. Knowledge of CRT's and PC's and ability to train in use of same. Knowledge of and ability to disseminate information on use of software programs and equipment.

Minimum Education, Training, and Experience Requirements: Graduate of a college or university with a Bachelor's degree.

Experience in computer programming, network services, systems support or production support will substitute for the Bachelor's degree requirement on a year-for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.